



GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu driven database system. The INTERNET address for GSA Advantage! is: www.GSAAdvantage.gov.

Schedule Title: Multiple Award Schedule

PSC: 7030, D399

Contract Number: **47QTCA19D0031**

For more information on ordering from Federal Supply Schedules go to the internet address: <http://www.gsa.gov/schedules>. Find link to GSA Schedules. Then find link to Customers Ordering from Schedules. Next, find links to Ordering Procedures for Services Requiring a Statement of Work and Ordering Procedures for Services not Requiring a Statement of work.

Contract Period: December 10, 2018 through December 9, 2023

CANDA Solutions, LLC

12036 Greystone Dr.

Monrovia, MD 21770

Phone: 855-552-2632

Fax Number: 855-552-2632

Web site: www.CandaSolutions.com

Email: andy.farrell@candasolutions.com

Business size: Small

Modification Number: PS-0006 Effective Date: May 5, 2020

CUSTOMER INFORMATION

- 1a. Table of awarded Special Item Numbers (SINs):

<u>SIN #</u>	<u>SIN Title</u>
511210	Software Licenses
54151S	Information Technology Professional Services
OLM	Order-Level Materials

- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.

Located at end of Pricelist

2. Maximum order for each SIN:

<u>SIN#</u>	<u>MAXIMUM ORDER</u>
511210 & 54151S	\$ 500,000
OLM	\$ 250,000

3. Minimum order: \$100
4. Geographic coverage (delivery area): Domestic Only
5. Point(s) of production: N/A
6. Discount from list prices or statement of net price: Offer Price are net prices
7. Quantity discounts: Additional 0.5% on single orders greater than \$500,000 as well as quantity volume breaks on some software options
8. Prompt payment terms: Net 30 days Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. No
10. Foreign items: None
- 11a. Time of delivery: Negotiated on a per Task Order basis
- 11b. Expedited delivery: none
- 11c. Overnight and 2-day delivery: none
- 11d. Urgent requirements: none
12. F.O.B. point(s): Destination
- 13a. Ordering address(es):

CANDA Solutions, LLC
12036 Greystone Dr
Monrovia, MD 21770

- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
- 14. Payment address:
 - CANDA Solutions, LLC
 - 12036 Greystone Dr
 - Monrovia, MD 21770
- 15. Warranty provision: Standard Commercial Warranty
- 16. Export packing charges: not applicable
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). none
- 18. Terms and conditions of rental maintenance, and repair: not applicable
- 19. Terms and conditions of installation: not applicable
- 20. Terms and conditions of repair parts: not applicable
- 20a. Terms and conditions for any other services: not applicable
- 21. List of service and distribution points: not applicable
- 22. List of participating dealers: none
- 23. Preventative maintenance: not applicable
- 24a. Special attributes such as environmental attributes: not applicable
- 24b. Section 508 compliance: not applicable
- 25. Data Universal Number System (DUNS) number: 827699112
- 26. Notification regarding registration in the System for Award Management (SAM) database. Yes



Software Products and Pricing

MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	DISCOUNT PRICE OFFERED TO GSA (including IFF)	COO
FHPS-B	Fresh Haystack Personnel Security Case Management (Basic)	Manage contracts, facilities, personnel, clearance, suitability/public trust and visit authorization letters. Upload/import functionality for people, contracts, facilities. Basic reporting and export functionality. Companies and FOCI. FHPS-B is licensed by subscription on an annual basis. The software license term is 36 months. Licensing of FHPS-B is on an unlimited user basis within your organization. At a minimum, FHPS-B must be purchased in conjunction with one or more add-ons FHA, FHIRM, FHIM and FHPS-M.	\$ 47,858.94	US
FHPS-A	Fresh Haystack Personnel Security Case Management (Advanced)	Manage contracts, facilities, personnel, clearance, suitability/public trust and visit requests (in and out). Sftp/CSV and upload/import functionality for people, contracts, facilities, HR functions with deduplication/merge from JPAS and timesheet compliance data. PM Invites for the applicant portal and requisition-based prescreening functionality. Graphical reporting and multiple export capabilities. ADFS Integration.FHPS-A is licensed by subscription on an annual basis. The software license term is 36 months. Licensing of FHPS-A pricing is broken down by power user (PU) volume tiers. As an example, 30 PU licenses are purchased based on PU quantity and discount tier. Navigate to the 21-40 PU volume slot, multiply 30 times the annual subscription cost associated with that PU #. If an increase in the number of licenses is needed during the 36-month term from 30 to 45 PUs, purchase the additional 10 licenses from that same 21-40 slot, then purchase the remaining 5 licenses from the 41-60 slot.	\$ 5,743.07	US

MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	DISCOUNT PRICE OFFERED TO GSA (including IFF)	COO
FHPS-E	Fresh Haystack Personnel Security Case Management (Enterprise)	Manage contracts, facilities, personnel, clearance, suitability/public trust and visit requests (in and out). Sftp/CSV and upload/import functionality for people, contracts, facilities, HR functions with deduplication/merge from JPAS and timesheet compliance data. Provides document control, asset management, incident management, technology control, secure space management, systems management. PM Invites for the applicant portal and requisition-based prescreening functionality. Graphical reporting and multiple export capabilities. ADFS, SAML/oAuth Integration.FHPS-E is licensed by subscription on an annual basis. The software license term is 36 months. Licensing of FHPS-E pricing is broken down by power user (PU) volume tiers. As an example, 30 PU licenses are purchased based on PU quantity and discount tier. Navigate to the 21-40 PU volume slot, multiply 30 times the annual subscription cost associated with that PU #. If an increase in the number of licenses is needed during the 36-month term from 30 to 45 PUs, purchase the additional 10 licenses from that same 21-40 slot, then purchase the remaining 5 licenses from the 41-60 slot.	\$ 11,486.15	US
FHA	FH Adjudications Add on	Adjudicators Workbook populated by ruleset evaluation of eligibility; produces Eligibility Report of Adjudication. FHA must be purchased as an add-on to FHPS-B, FHPS-A, or FHPS-E, and in concurrence with that license term, or the remainder of current license term. The FHA add-on is licensed as an annual subscription calculated by the estimated number of adjudication cases processed per year. As an example, if 50,000 adjudication cases are estimated, purchase 19,999 from the 250-19,999 slot then purchase 30,001 from the 20,000 – 75,000 slot. If the client over-estimates the annual number of adjudication cases, the unused cases will be transferred to the following subscription year as a credit.	\$ 4.79	US

MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	DISCOUNT PRICE OFFERED TO GSA (including IFF)	COO
FHIRM	FH Integrated Risk Management Add On	Provides Integrated Risk Management in context with employee/contractor eligibility and access, facilities, contracts/programs, visits, and internal/external data sources. FHIRM is used to fuse continuous evaluation, counter-intelligence and Insider Threat data. Relevant alerts or events (or a collection of both) can be flagged and routed for adjudication, legal review, HR review, or operational review through FHPS and FHIM. FHIRM must be purchased as an add-on to FHPS-B, FHPS-A, or FHPS-E, and in concurrence with that license term, or the remainder of current license term. The FHIRM add-on is licensed as an annual subscription calculated by the estimated number of employees enrolled in continuous vetting. As an example, if 5000 employees are estimated, purchase 1000 from the 1 - 1000 slot then purchase 4000 from the 1001 – 9999 slot. Data sources should be procured directly from data providers.	\$ 64.67	US
FHIM	FH Investigations Management Add On	Provides a high-volume, scalable method to scope Background Investigations (BIs), auto-create case items (leads) extracted from subjects' eApplications/e-Qip, such as SF85P and SF86 form data, and then auto-assigns those case items to investigators based on a variety of the factors: geographical location of the case item, case item complexity, its priority as well as the investigator's capabilities and schedule/availability. FHIM must be purchased as an add-on to FHPS-B, FHPS-A, or FHPS-E, and in concurrence with that license term, or the remainder of current license term. The FHIM add-on is licensed as an annual subscription calculated by the estimated number of investigations cases processed per year. As an example, if 5000 investigations cases are estimated per year, purchase 1000 from the 1-1000 slot then purchase 4000 from the 1001 - 9999 slot. If the client over-estimates the annual number of investigations cases, the unused cases will be transferred to the following subscription year as a credit.	\$ 10.77	US
FHIM	Fresh Haystack Personnel Security Mobile Add On	Provides users the ability to submit Visit Requests on their own behalf, view their Access, their Eligibility, respond to System Notifications, and view their contracts. Program Manager users can approve Collateral or SCI Security Clearance Requests using the Fresh Haystack Mobile Application. FHPS-M must be purchased as an add-on to FHPS-B, FHPS-A, or FHPS-E, and in concurrence with that license term, or the remainder of current license term. FHPS-M is licensed as an annual subscription and is not restricted by number of users or cases. Licensing is based on unlimited use, unlimited users within client organization.	\$ 47,858.94	US

MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	DISCOUNT PRICE OFFERED TO GSA (including IFF)	COO
FHCARE-100	Fresh Haystack Enterprise Continuous Adaptive Risk Evaluation-100	FHCARE provides the ability to baseline, prioritize, evaluate, mitigate and monitor enterprise risks in a continuous manner. These risk categories we call "risk streams" are an organizations contracts/programs, personnel security, human resources, facilities, supply chain (suppliers, vendors, subcontractors), insider threat, counterintelligence, continuous vetting, assets, equipment, network, cyber, and physical access. FHCARE provides a way to integrate risk from all risk streams on a continuous basis while continuously scoring the baseline and producing a comprehensive Tailored Security Plan (TSP) tracking all activities needed for reducing risk exposure. FHCARE must be purchased as an add on to FHPS-B, FHPS-A, or FHPS-E and in concurrence with that license term, or the remainder of current license term. FHCARE is licensed as an annual subscription and is based on the number of personnel in the procuring agency.	\$ 23,929.47	US
FHCARE-1,000	Fresh Haystack Enterprise Continuous Adaptive Risk Evaluation-1,000	FHCARE provides the ability to baseline, prioritize, evaluate, mitigate and monitor enterprise risks in a continuous manner. These risk categories we call "risk streams" are an organizations contracts/programs, personnel security, human resources, facilities, supply chain (suppliers, vendors, subcontractors), insider threat, counterintelligence, continuous vetting, assets, equipment, network, cyber, and physical access. FHCARE provides a way to integrate risk from all risk streams on a continuous basis while continuously scoring the baseline and producing a comprehensive Tailored Security Plan (TSP) tracking all activities needed for reducing risk exposure. FHCARE must be purchased as an add on to FHPS-B, FHPS-A, or FHPS-E and in concurrence with that license term, or the remainder of current license term. FHCARE is licensed as an annual subscription and is based on the number of personnel in the procuring agency.	\$ 47,858.94	US
FHCARE-10,000	Fresh Haystack Enterprise Continuous Adaptive Risk Evaluation-10,000	FHCARE provides the ability to baseline, prioritize, evaluate, mitigate and monitor enterprise risks in a continuous manner. These risk categories we call "risk streams" are an organizations contracts/programs, personnel security, human resources, facilities, supply chain (suppliers, vendors, subcontractors), insider threat, counterintelligence, continuous vetting, assets, equipment, network, cyber, and physical access. FHCARE provides a way to integrate risk from all risk streams on a continuous basis while continuously scoring the baseline and producing a comprehensive Tailored Security Plan (TSP) tracking all activities needed for reducing risk exposure. FHCARE must be purchased as an add on to FHPS-B, FHPS-A, or FHPS-E and in concurrence with that license term, or the remainder of current license term. FHCARE is licensed as an annual subscription and is based on the number of personnel in the procuring agency.	\$ 71,788.41	US

MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	DISCOUNT PRICE OFFERED TO GSA (including IFF)	COO
FHCARE-UNL	Fresh Haystack Enterprise Continuous Adaptive Risk Evaluation-UNL	FHCARE provides the ability to baseline, prioritize, evaluate, mitigate and monitor enterprise risks in a continuous manner. These risk categories we call "risk streams" are an organizations contracts/programs, personnel security, human resources, facilities, supply chain (suppliers, vendors, subcontractors), insider threat, counterintelligence, continuous vetting, assets, equipment, network, cyber, and physical access. FHCARE provides a way to integrate risk from all risk streams on a continuous basis while continuously scoring the baseline and producing a comprehensive Tailored Security Plan (TSP) tracking all activities needed for reducing risk exposure. FHCARE must be purchased as an add on to FHPS-B, FHPS-A, or FHPS-E and in concurrence with that license term, or the remainder of current license term. FHCARE is licensed as an annual subscription and is based on the number of personnel in the procuring agency.	\$ 95,717.88	US
FHSCATO-10	Fresh Haystack Supply Chain Assignment and Tuning Optimization-10	FHSCATO is an intelligent schedule projection model solving multi-objective decision problems (Pareto, problems with more than two objectives) by using a dynamic multi-objective evolutionary algorithm (MOEA). FHSCATO efficiently plans and distributes any needed supplies (PPE, Ventilators, etc.) based on a set of objectives, which are tuned to achieve the most optimal Supply Chain lifecycle solution. The result is a schedule based on multiple Supplier parameters (availability, cost, timeline, shipping method, reliability, etc.) and other parameters i.e. incentives and / or success probability. Multiple what-if scenarios are presented to the user for feedback and iterative tuning to allow the decision-maker, commander, supply manager and/or logistician to implement the most advantageous supply chain execution model to meet the current objective. FHSCATO must be purchased as an add on to FHPS-B, FHPS-A, or FHPS-E and in concurrence with that license term, or the remainder of current license term. FHSCATO is licensed as an annual subscription based on the number of schedule models that can be executed and saved.	\$ 95.72	US

MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	DISCOUNT PRICE OFFERED TO GSA (including IFF)	COO
FHSCATO-100	Fresh Haystack Supply Chain Assignment and Tuning Optimization-100	FHSCATO is an intelligent schedule projection model solving multi-objective decision problems (Pareto, problems with more than two objectives) by using a dynamic multi-objective evolutionary algorithm (MOEA). FHSCATO efficiently plans and distributes any needed supplies (PPE, Ventilators, etc.) based on a set of objectives, which are tuned to achieve the most optimal Supply Chain lifecycle solution. The result is a schedule based on multiple Supplier parameters (availability, cost, timeline, shipping method, reliability, etc.) and other parameters i.e. incentives and / or success probability. Multiple what-if scenarios are presented to the user for feedback and iterative tuning to allow the decision-maker, commander, supply manager and/or logistician to implement the most advantageous supply chain execution model to meet the current objective.FHSCATO must be purchased as an add on to FHPS-B, FHPS-A, or FHPS-E and in concurrence with that license term, or the remainder of current license term. FHSCATO is licensed as an annual subscription based on the number of schedule models that can be executed and saved.	\$ 14,357.68	US
FHSCATO-1000	Fresh Haystack Supply Chain Assignment and Tuning Optimization-1000	FHSCATO is an intelligent schedule projection model solving multi-objective decision problems (Pareto, problems with more than two objectives) by using a dynamic multi-objective evolutionary algorithm (MOEA). FHSCATO efficiently plans and distributes any needed supplies (PPE, Ventilators, etc.) based on a set of objectives, which are tuned to achieve the most optimal Supply Chain lifecycle solution. The result is a schedule based on multiple Supplier parameters (availability, cost, timeline, shipping method, reliability, etc.) and other parameters i.e. incentives and / or success probability. Multiple what-if scenarios are presented to the user for feedback and iterative tuning to allow the decision-maker, commander, supply manager and/or logistician to implement the most advantageous supply chain execution model to meet the current objective.FHSCATO must be purchased as an add on to FHPS-B, FHPS-A, or FHPS-E and in concurrence with that license term, or the remainder of current license term. FHSCATO is licensed as an annual subscription based on the number of schedule models that can be executed and saved.	\$ 23,929.47	US

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DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

SERVICE (e.g. Job Title/Task)	YEAR 1 - PRICE OFFERED TO GSA (including IFF) - Contractor Site	YEAR 1 - PRICE OFFERED TO GSA (including IFF)- Customer Site	YEAR 2 - PRICE OFFERED TO GSA (including IFF) - Contractor Site	YEAR 2 - PRICE OFFERED TO GSA (including IFF)- Customer Site	YEAR 3 - PRICE OFFERED TO GSA (including IFF) - Contractor Site	YEAR 3 - PRICE OFFERED TO GSA (including IFF)- Customer Site	YEAR 4 - PRICE OFFERED TO GSA (including IFF) - Contractor Site	YEAR 4 - PRICE OFFERED TO GSA (including IFF)- Customer Site	YEAR 5 - PRICE OFFERED TO GSA (including IFF) - Contractor Site	YEAR 5 - PRICE OFFERED TO GSA (including IFF)- Customer Site
Applications Developer / Programmer Level II	86.86	83.97	89.03	86.07	91.26	88.22	93.54	90.42	95.88	92.68
Applications Developer / Programmer Level III	98.65	76.87	101.12	78.79	103.65	80.76	106.24	82.78	108.89	84.85
Applications Developer / Programmer Level IV	n/a	113.71	n/a	116.56	n/a	119.47	n/a	122.46	n/a	125.52
Applications Engineer Level II	92.47	89.32	94.78	91.56	97.15	93.85	99.58	96.19	102.07	98.60
Applications Engineer Level III	115.16	111.32	118.04	114.10	120.99	116.95	124.01	119.88	127.11	122.88
Applications Engineer Level IV	146.58	141.69	150.24	145.23	154.00	148.87	157.85	152.59	161.80	156.40
Database Management Specialist Level III	108.82	105.18	111.54	107.81	114.32	110.50	117.18	113.27	120.11	116.10
Database Management Specialist Level IV	155.82	150.29	159.71	154.05	163.70	157.90	167.80	161.85	171.99	165.89
IT Security Engineer Level II	82.97	80.10	85.05	82.10	87.17	84.16	89.35	86.26	91.59	88.42
IT Security Engineer Level III	n/a	126.46	n/a	129.62	n/a	132.86	n/a	136.18	n/a	139.59
IT Security Engineer Level IV	161.72	156.35	165.76	160.25	169.91	164.26	174.16	168.37	178.51	172.58
Subject Matter Expert Level II (sys admin)	na/	128.11	n/a	131.31	n/a	134.59	n/a	137.96	n/a	141.41
Subject Matter Expert, Level II (virtualization)	155.70	131.95	159.59	135.25	163.58	138.63	167.67	142.10	171.86	145.65

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Subject Matter Expert III	197.89	167.71	202.84	171.90	207.91	176.20	213.11	180.60	218.43	185.12
Subject Matter Expert, Level IV	219.88	186.34	225.38	191.00	231.01	195.77	236.79	200.67	242.71	205.68
Subject Matter Expert, Level V	207.68	200.74	212.87	205.76	218.19	210.91	223.64	216.18	229.23	221.58
Training Specialist Level II	97.92	82.98	100.37	85.05	102.88	87.18	105.45	89.36	108.09	91.59
Training Specialist Level III	136.44	115.63	139.85	118.52	143.34	121.48	146.93	124.52	150.60	127.63
Project Manager Level III	176.26	170.39	180.67	174.65	185.19	179.02	189.82	183.49	194.56	188.08
Project Manager Level IV	261.19	221.36	267.72	226.89	274.41	232.56	281.27	238.38	288.31	244.34
Program Manager Level IV	300.28	254.48	307.79	260.84	315.48	267.36	323.37	274.04	331.45	280.90
Technical Lead Level III	192.05	162.75	196.85	166.82	201.77	170.99	206.81	175.26	211.98	179.65
Business Analyst Level II	84.79	71.85	86.91	73.64	89.08	75.49	91.31	77.37	93.59	79.31
Business Analyst Level III	109.61	92.90	112.35	95.22	115.16	97.60	118.04	100.04	120.99	102.54
Business Analyst Level IV	139.60	118.30	143.09	121.26	146.66	124.29	150.33	127.40	154.09	130.58
Business Analyst Level V	166.79	141.34	170.96	144.88	175.23	148.50	179.61	152.21	184.10	156.02
Test Engineer Level I	73.99	62.70	75.84	64.27	77.74	65.88	79.68	67.52	81.67	69.21
Test Engineer Level II	88.09	81.86	90.29	83.91	92.55	86.01	94.86	88.16	97.24	90.36
Test Engineer Level III	108.46	102.35	111.18	104.91	113.95	107.53	116.80	110.22	119.72	112.97

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Systems Engineer Level II	96.77	82.00	99.18	84.05	101.66	86.15	104.21	88.31	106.81	90.52
Systems Engineer Level III	111.56	107.84	114.35	110.53	117.20	113.30	120.13	116.13	123.14	119.03
Systems Engineer Level IV	132.38	127.93	135.69	131.13	139.08	134.41	142.56	137.77	146.13	141.21
Systems Engineer Level V	241.33	204.51	247.36	209.63	253.55	214.87	259.89	220.24	266.38	225.74
Information Specialist Level II	83.09	70.42	85.17	72.18	87.30	73.99	89.48	75.84	91.72	77.73
Information Specialist Level III	112.30	97.44	115.11	99.88	117.99	102.37	120.94	104.93	123.96	107.56
Information Specialist Level IV	143.73	121.80	147.32	124.85	151.00	127.97	154.78	131.17	158.65	134.45
Systems Analyst Level II	76.59	68.84	78.50	70.56	80.46	72.32	82.48	74.13	84.54	75.98
Systems Analyst Level III	82.10	79.37	84.16	81.35	86.26	83.39	88.42	85.47	90.63	87.61
Systems Analyst Level IV	120.00	116.00	123.00	118.90	126.07	121.87	129.22	124.92	132.45	128.04
Graphics Specialist Level I	102.87	87.17	105.44	89.35	108.08	91.58	110.78	93.87	113.55	96.22
Graphics Specialist Level II	123.92	105.01	127.02	107.64	130.19	110.33	133.45	113.09	136.78	115.92
Graphics Specialist Level III	154.31	130.77	158.17	134.04	162.12	137.39	166.18	140.82	170.33	144.35
Quality Assurance Specialist - I	90.02	76.29	92.27	78.19	94.58	80.15	96.94	82.15	99.37	84.21
Quality Assurance Specialist - II	123.92	105.01	127.02	107.64	130.19	110.33	133.45	113.09	136.78	115.92
Systems Architect Level IV	186.79	180.55	191.46	185.07	196.24	189.69	201.15	194.44	206.18	199.30

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Web Architect Level III	143.17	137.66	146.75	141.10	150.42	144.63	154.18	148.25	158.03	151.95
Web Content Administrator Level III	78.17	75.56	80.13	77.45	82.13	79.38	84.18	81.37	86.29	83.40
Web Software Developer Level III	102.14	96.37	104.70	98.78	107.31	101.25	110.00	103.78	112.75	106.37

The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable wage determination number. Failure to do so may result in cancellation of the contract



1. Introduction

CANDA Solutions, LLC (CANDA) GSA IT Schedule 70 proposed Labor Categories (LCAT) descriptions are outlined in this document. Each LCAT lists the labor category name, minimum experience, functional responsibility and minimum educational requirements. Additionally, educational substitutions for each LCAT educational requirements are addressed as well.

2. Labor Categories

2.1. Applications Developer / Programmer Level II

Participates in the design of software tools and subsystems. Assists Applications Engineer and Application Developer/Programmer to interpret software requirements and design specifications to code and integrate and test software components. Bachelors Degree and a minimum of 2 years experience required.

2.2. Applications Developer / Programmer Level III

Analyzes functional business applications and design specifications for functional activities. Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Develops block diagrams and logic flow charts. Provides technical direction to programmers to ensure program deadlines are met. Bachelors Degree and a minimum of 6 years experience required.

2.3. Applications Developer / Programmer Level IV

Leads the analysis of functional business applications and design specifications for functional activities. Oversees the development of code, tests, and new software or enhancements to existing software. Oversees maintenance on existing software products and contributes knowledge of business applications. Edits programs according to specifications needed. Works with the technical staff to understand problems had with software and then resolve them. Oversees the resolution of customer complaints with the software and responds to suggestions for improvements and enhancements. Oversees the development of block diagrams and logic flow charts. Provides overall direction to programming staff to ensure program deadlines are met. Bachelors Degree and a minimum of 10 years experience required.

2.4. Applications Engineer Level II

Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product.

Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met. Bachelors Degree and a minimum of 2 years experience required.

2.5. Applications Engineer Level III

Works from specifications to develop or modify software applications. Assists with design, coding, benchmark testing, debugging and documentation of applications generally dealing with utility programs, job control language, macros, subroutines and other control modules. Works on most phases of software systems programming applications, and may require instruction and guidance in other phases. Bachelors Degree and a minimum of 6 years experience required.

2.6. Applications Engineer Level IV

Leads the analysis of functional business applications and design specifications for functional activities. Oversees the development of code, tests, and new software or enhancements to existing software. Oversees maintenance on existing software products and contributes knowledge of business applications. Edits programs according to specifications needed. Works with the technical staff to understand problems had with software and then resolve them. Oversees the resolution of customer complaints with the software and responds to suggestions for improvements and enhancements. Oversees the development of block diagrams and logic flow charts. Provides overall direction to programming staff to ensure program deadlines are met. Bachelors Degree and a minimum of 10 years experience required.

2.7. Database Management Specialist Level III

Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods and security procedures for specific user applications. Bachelors Degree and a minimum of 6 years experience required.

2.8. Database Management Specialist Level IV

Manages the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts. Provides daily supervision and direction to support staff. Bachelors Degree and a minimum of 10 years experience required.

2.9. IT Security Engineer Level II

Provides assistant designs, develops, engineers and implements solutions to security requirements. Performs risk analyses which also includes risk assessment. Supports, assists with coordination, and implementation the organization's information security. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools;

familiarity with commercial products, and current Internet/EC technology. Bachelors Degree and a minimum of 2 years experience required.

2.10. IT Security Engineer Level III

Provide support to plan, coordinate, and implement the organization's information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Experience in several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Ability to serve as Information System Security Officer. Bachelors Degree and a minimum of 6 years experience required.

2.11. IT Security Engineer Level IV

Oversees the efforts of security staff to design, develop, engineer and implement solutions to security requirements. Responsible for the implementation and development of the TSA IT security. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Provide support to plan, coordinate, and implement the organization's information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Provides daily supervision and direction to staff. Bachelors Degree and a minimum of 10 years experience required.

2.12. Subject Matter Expert Level II (Systems Administrator)

Maintains and supports the integrity of the operating system environment and various computer systems. Administration, installation and troubleshooting a variety of operating systems and cloud infrastructure. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems. Monitors and maintains software licensing and maintenance agreements. Typically reports to a project leader or manager. Contributes to complex aspects of a project. Work is generally independent and collaborative in nature. Bachelors Degree and a minimum of 2 years experience required.

2.13. Subject Matter Expert, Level II (virtualization)

Provide subject matter expertise (SME) for deployment and troubleshooting of virtual and cloud infrastructure. Analyze and troubleshoot all virtual Server deployments and virtualization issues. Identify important potential technologies and approaches to address current and future needs within the enterprise, evaluate their applicability and fit, and make

recommendations to the customer based on the evaluation. Collaborate with customer personnel to understand and develop virtualization /cloud architectural solutions across the enterprise. Provide SME insight to resolve Tier III support tickets involving virtualization issues. Provide capability to install, configure and manage a highly available and scalable virtual /cloud infrastructure. Develop plans for configuring, deploying, and administering virtual machines and cloud infrastructure. Performs basic troubleshooting. Bachelors Degree and a minimum of 2 years experience required.

2.14. Subject Matter Expert III

Develops requirements from a project's inception to its conclusion in the subject matter area for simple to moderately complex information technology systems. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts. Specifically: information systems architecture, networking, telecommunications, automation, communications protocols, risk management/electronic analysis, software, life-cycle management, software development methodologies, and modeling and simulation. Can also include DevOps Engineering functions such as project planning, development, deployment, maintenance, troubleshooting and performance management. Bachelors Degree and a minimum of 6 years experience required.

2.15. Subject Matter Expert, Level IV

Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex information systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications. Can also include DevOps Engineering functions such as project planning, development, deployment, maintenance, troubleshooting and performance management. Specifically: information systems. Bachelors Degree and a minimum of 10 years experience required.

2.16. Subject Matter Expert, Level V

Provides technical, managerial and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex information systems. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in integrated information systems. Specifically: information systems architecture, business process improvement, networking, telecommunications, automation, communication protocols, risk management/electronic analysis, software, life cycle management, software development methodologies, modeling and simulation, and capable of providing complex statistical modeling and analysis. Bachelors Degree and a minimum of 12 years experience required.

2.17. Training Specialist Level II

Conducts the research necessary to develop and revise training courses and prepares appropriate training materials. Prepares all instructor materials (course manuals, workbooks, handouts, completion certificates, and course evaluation forms). Trains personnel by

conducting formal classroom courses, workshops, and seminars. Bachelors Degree and a minimum of 2 years experience required.

2.18. Training Specialist Level III

Conducts the research necessary to develop and revise training courses and prepares appropriate training manuals. Prepares all instructor materials (course outline, background material and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates and course evaluation forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides daily supervision to staff. Bachelors Degree and a minimum of 6 years experience required.

2.19. Project Manager Level III

Serves as the project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system). Works with the Government Contracting Officer (CO), the task order-level TMs, Government management personnel and customer agency representatives. Responsible for the overall management of the specific task order(s). Ensures that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Bachelors Degree and a minimum of 6 years experience required.

2.20. Project Manager Level IV

Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight. The Project Manager maintains and manages the client interface at the COTR levels of the client organization. Assists the Program Manager as required in managing contract performance. Bachelors Degree and a minimum of 10 years experience required.

2.21. Program Manager Level IV

Provides oversight and executive level management to overall contract operations often involving multiple projects/tasks and groups of personnel at multiple locations. The Program Manager maintains and manages relationships with senior level management within the client organization. Responsible for ensuring senior level management within the client organization is aware of overall program status, including all relevant projects and their potential impact on higher level organizational strategic vision, this may include subject matter and unique technical knowledge. The Program Manager is responsible for managing multiple contract operations, ensure quality standards and work performance on all task orders and projects, plans, organizes and oversees work efforts, assigns resources, manages personnel, provides risk management, ensures quality management, monitors overall project and contract performance. Bachelors Degree and a minimum of 10 years experience required.

2.22. Technical Lead Level III

Guide team development efforts towards successful project delivery. Provide technical leadership to teammates through coaching and mentorship. Maintain high standards of software quality within the team by establishing and maintaining good practices and habits. Identify and encourage areas for growth and improvement within the team. Collaborate with other software developers, business analysts and software architects to plan, design, develop, test, and maintain business applications. Assist in the collection and documentation of user's requirements, development of user stories, estimates and work plans. Guide in the preparation of reports, manuals and other documentation on the status, operation and maintenance of software. Design, develop, and unit test applications in accordance with established standards. Participate in peer-reviews of solution designs and related code. Package and support deployment of releases. Guide and mentor teammates in the migration of legacy applications to newer technologies. Develop, refine, and tune integrations between applications. Analyze and resolve technical and application problems. Assess opportunities for application and process improvement and prepare documentation of rationale to share with team members and other affected parties. Adhere to high-quality development principles while delivering solutions on-time and on-budget. Provide third-level support to business users as requested. Research and evaluate a variety of software products in alignment with client goals. Able to play the role of a DevOps Engineer if called upon. Bachelors Degree and a minimum of 6 years experience required.

2.23. Business Analyst Level II

Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and creates system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise. Typically reports to a manager. Occasionally directed in several aspects of the work. Bachelors Degree and a minimum of 2 years experience required.

2.24. Business Analyst Level III

Prepares and conducts business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses to align business systems, solutions and initiatives. Prepares forecasts and analyzes trends, reporting regulations and business conditions. Develops and analyzes metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and business systems. Identifies potential business risks. Areas of focus include but are not limited to business performance, business and economic case analysis, internal control and enterprise risk assessment. Bachelors Degree and a minimum of 6 years experience required.

2.25. Business Analyst Level IV

Prepares and conducts business analyses and studies, needs assessments, requirements analysis/definition and cost/benefit analyses to align business systems, solutions and initiatives. Prepares forecasts and analyzes trends, reporting regulations and business conditions. Develops and analyzes metrics, performance measurements, requirements,

reports and recommendations related to management, organizational structure, policy/procedures and business systems. Identifies potential business risks. Areas of focus include but are not limited to business performance, business and economic case analysis, internal control and enterprise risk assessment. May have staff or direct reports on larger initiatives. Bachelors Degree and a minimum of 10 years experience required.

2.26. Business Analyst Level V

Leads the preparation and business analyses efforts, needs assessments, requirements analysis/definition and cost/benefit analyses to align business systems, solutions and initiatives on large, complex programs. Prepares forecasts and analyzes trends, reporting regulations and business conditions. Develops and analyzes overall metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policy/procedures and integrated business systems. Identifies and recommends mitigation opportunities of potential business risks. Areas of focus include but are not limited to business performance, business and economic case analysis, internal control and enterprise risk assessment. May have staff, direct reports, or overall program responsibilities. Bachelors Degree and a minimum of 12 years experience required.

2.27. Test Engineer Level I

Performs formal system testing activities for a project or subset of a larger project under supervision of more experienced test personnel. May participate in support of user requirements for simple to moderately complex software/hardware applications under the direction of a Senior Test Engineer. Executes defined test cases and procedures as detailed in the test documentation. Assists with the collection of data and technical information used in the development of test documentation. Assists in the development of test data to be used in performing required tests. Responsible for documentation of test results in the proper logs and/or tracking systems. Participates in selected phases of risk management assessment and software or IT system development under the direction of more experienced personnel. May participate in the development of test scripts and is responsible for ensuring proper execution of those test scripts. Under the direction of more experienced personnel, may be responsible for ensuring that test designs and documentation supports selected client, agency or industry standards and time lines. Responsible for ensuring that testing conclusions and recommendations are supported by test results. Responsible for or assists in the analysis of test results and documents conclusions. Associates Degree and a minimum of 1-year experience required.

2.28. Test Engineer Level II

Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software or IT systems. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; transforms test plans into test scripts and executes those scripts. May participate in all phases of risk management assessment and software/hardware development under the direction of a Senior Test Engineer. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets.

Responsible for the development of test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed of testing status and application deviations from documented user requirements. Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis. Bachelors Degree and a minimum of 2 years experience required.

2.29. Test Engineer Level III

Subject matter expert providing testing expertise for support of user requirements of complex to highly complex software applications or IT systems. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Responsible for ensuring that the test design and documentation support all applicable clients, agency or industry standards time lines and budgets. Responsible for ensuring that testing conclusions and recommendations are fully supported by test results, and project managers are fully informed of testing status and application deviations from documented user requirements. Bachelors Degree and a minimum of 6 years experience required.

2.30. Systems Engineer Level II

Designs, develops, supports, and maintains the organization's systems infrastructure, including the implementation and design of hardware, software and networks. Makes updates to system related installation documentation. Performs end-user support. Typically reports to manager. Occasionally directed in several aspects of the work. Gaining exposure to some of the complex tasks within the job function. Bachelors Degree and a minimum of 2 years experience required.

2.31. Systems Engineer Level III

Analyzes functional business requirements and design specifications for functional activities. Should provide identification/fixing for the problems within existing systems design/implementation of new systems, enhances the existing systems and participates in analysis, design and new construction of next generation IT systems. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the architecture and engineering team and COTS products. Must possess experience of system engineering in one or more areas including telecommunications / network engineering, computer languages, operating systems, database/DBMS and middleware. Bachelors Degree and a minimum of 6 years experience required.

2.32. Systems Engineer Level IV

Provides identification/fixing of problems within existing systems, design/implementation of new systems and enhancement of existing systems. Participates in analysis, design and new construction of next generation IT systems. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the development team. Experience as a systems engineer on one or more IT platforms is preferred. Must have solid technical background with a focus

on IT systems. Must possess one or more skill areas such as telecommunications and network engineering (ex. - TCP/IP, OIS/CMIP/X25), operating systems (ex. - Windows, NT, UNIX), database/DBMS (ex. - Oracle, Access, Sybase) and applications (ex. - Tivoli, PeopleSoft, etc.) is required. Familiarity with ITIL, SEI/CMM desirable. Bachelors Degree and a minimum of 10 years experience required.

2.33. Systems Engineer Level V

Leads systems engineering efforts and supervises systems engineering staff participating in such efforts. Provides engineering, technical, and managerial direction for problem definition, analysis, requirement development, and implementation for complex systems. Makes recommendations and advises on system development, improvements, optimization, or support efforts. Performs risk assessments and analyses employing modeling and simulation techniques. Bachelors Degree and a minimum of 12 years experience required.

2.34. Information Specialist Level II

Applies an enterprise wide set of disciplines and processes for planning, analyzing, designing, constructing, and implementing information engineering for complex systems. Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the systems planning and analysis efforts, using manual and automated tools. Employs reverse engineering and reengineering disciplines to develop migration strategic and planning documents. Bachelors Degree and a minimum of 2 years experience required.

2.35. Information Specialist Level III

Leads major portions of large or medium projects and leads small projects autonomously. Provides highly technical and specialized solutions to complex IT problems. Performs analyses and studies and prepares reports; Gathers facts through research, interviewing, surveys, etc. analyzes the client's business, draws conclusions, prepares final reports and gives presentations. Uses in-depth consultative skills and business knowledge to practice business objectives and processes. Bachelors Degree and a minimum of 6 years experience required.

2.36. Information Specialist Level IV

"Performs as a consultant in highly specialized, leading edge information technologies and methodologies; Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems; Performs elaborate analyses and studies; Prepares reports and gives presentations; The senior IT consultant manages the project work as defined by the government. Leads medium to large complex projects and major phases of very large projects. Provides highly technical and specialized guidance and solutions to complex IT problems; performs elaborate analyses and studies. The senior consultant also manages the fact-finding, analysis and development of hypothesis/conclusions, production of final reports and delivery of presentations. Responsible for ensuring that the project delivers to government expectations on time and to budget. Bachelors Degree and a minimum of 10 years experience required."

2.37. Systems Analyst Level II

Analyzes information requirements. Evaluates analytically and systematically problems of workflows, organization, planning, and develops appropriate corrective action. Helps develop plans for automated information systems from project inception to conclusion. Defines the problems and develops system requirements and program specifications. Under supervision, coordinates closely with programmers or engineers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Bachelors Degree and a minimum of 2 years experience required.

2.38. Systems Analyst Level III

Analyzes and develops computer systems possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Bachelors Degree and a minimum of 6 years experience required."

2.39. Systems Analyst Level IV

"Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Contractor Project Manager and/or Government Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff. Bachelors Degree and a minimum of 10 years experience required."

2.40. Graphics Specialist Level I

Uses knowledge of current graphic design software to produce graphic art and visual materials for promotions, advertisements, films, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates and manipulates graphic images, animations, sound, text and video into consolidated and seamless multimedia programs. Must remain abreast of technological advances in the field and be able to identify areas of use in the organization. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed. Associates Degree and a minimum of 2 year experience required.

2.41. Graphics Specialist Level II

Uses knowledge of current graphic design software to produce graphic art and visual materials for promotions, advertisements, films, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates and manipulates graphic images, animations, sound, text and video into consolidated and seamless multimedia programs. Must remain abreast of technological advances in the field and be able to identify areas of use in the organization. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of work. Bachelors Degree and a minimum of 2 years experience required.

2.42. Graphics Specialist Level III

Uses knowledge of current graphic design software to produce graphic art and visual materials for promotions, advertisements, films, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates and manipulates graphic images, animations, sound, text and video into consolidated and seamless multimedia programs. Must remain abreast of technological advances in the field and be able to identify areas of use in the organization. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature. Bachelors Degree and a minimum of 6 years experience required.

2.43. Quality Assurance Specialist – I

Develops and implements company and regulatory quality standards in the manufacturing facility. Knowledgeable of industry and governmental quality regulations. Audits and reviews quality data according to existing documents and procedures. Typically reports to a manager. Works on projects/matters of limited complexity in a support role. Work is closely managed. Associates Degree and a minimum of 2 year experience required.

2.44. Quality Assurance Specialist – II

Conducts activities involving quality assurance and compliance with applicable regulatory requirements. Audits and reviews quality data according to existing documents and procedures. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work. Bachelors Degree and a minimum of 2 years experience required.

2.45. Systems Architect Level IV

Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for agency IT architectures, and profiles of standards as they apply to the implementation and specific to the solution for the platform, integration with other systems, and the external interfaces. Ensures that the common operating environment is compliant. Evaluates analytically and

systematically problems of work flows, organization and planning and develops appropriate corrective action. Provides daily supervision and direction to staff. Bachelors Degree and a minimum of 10 years experience required.

2.46. Web Architect Level III

Designs and builds web sites using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings. Designs the website to support the organization's strategies and goals relative to external communications. Bachelors Degree and a minimum of 6 years experience required.

2.47. Web Content Administrator Level III

Provide support for developing & providing Agency Web-site content that will motivate & satisfy civilian user's needs so that they will regularly access the site & utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbook & policies/procedures on the agency Web; assisting in developing agency newsletter & civilian benefits communications; recommending new & innovative web uses as well as training & educating employees on the use & benefits of using the Web. Provide support in the location & pursuit of content & surveying internal customers to gather feedback for site improvement & enhancements. A working knowledge of several of the following are required, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software. Bachelors Degree and a minimum of 6 years experience required.

2.48. Web Software Developer Level III

Provide support to develop Web based applications including on line customer service to transform government agencies to be able to deliver their services on line. Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Bachelors Degree and a minimum of 6 years experience required.

3. Education Substitutions

EDUCATION & EXPERIENCE LEVELS				
Level	Min Education	Min Experience	Substitute Education	Substitute Experience
I	Associates Degree	2 Year	High School / GED	3 Years
II	Bachelor's Degree or higher	2 Years	High School / GED Associates Degree	5 Years 2 Year
III	Bachelor's Degree or higher	6 Years	High School / GED Associate Degree Master's Degree Doctorate	10 Years 8 Years 4 Years 2 Year

IV	Bachelor's Degree or higher	10 Years	High School / GED Associate Degree Masters Degree Doctorate	14 Years 12 Years 8 Years 6 Years
V	Bachelors Degree or higher	12 Years	High School / GED Associate Degree Masters Degree Doctorate	16 Years 14 Years 10 Years 8 Years